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IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE

Art Unit 2665
Examiner Nguyen, Steven H D

In Re: Alec Miloslavsky
Case: P3253
Serial No.: 08/948,530
Filed: 10/9/97
Subject: Apparatus and Methods Enhancing Call Routing
To And Within Call-Centers

RECEIVED

JAN 10 2003

Technology Center 2600

To the Commissioner of Patent and Trademarks

Washington, D.C. 20231

Dear Sir:

Response H

In the claims:

All of the claims standing for examination herein are reproduced below in their last-amended form. Actual changes are shown in the section entitled: Version
With Markings to Show Changes Made.

6. (Thrice Amended) An Internet Protocol Network Telephony (IPNT) call-routing system for routing incoming IPNT calls to agent workstations in two or more IPNT-capable call centers, comprising:

an initial call-processing system in the Internet receiving IPNT calls from customers in the Internet, and including a Service Control Point (SCP) processor routing the incoming IPNT calls to selected agent addresses at the two or more call centers;